Matti Hicks

http://hicksresearch.com
mattihixx@gmail.com

Employment

5/2019 – current	**Credit Suisse** Senior User Researcher Zürich, Switzerland Leading user research to improve digital products across all divisions within the global bank. Mentoring and co-managing the UX Lab.
9/2016 – 3/2019	**EF Education First** UX Researcher Lucerne, Switzerland Led international research on the product team responsible for transforming the digital future of the global education company.
3/2013 – 08/2016	**Novartis** Senior UX Researcher Basel, Switzerland Led the research and design of social technology products within an institute focused on drug discovery.
09/2012 – 02/2013	**Moving to Switzerland, World Health Organization** Writer Geneva, Switzerland Moved to Switzerland and shortly thereafter started writing, editing, and finalizing communications material to the Member States of the United Nations.
03/2010 – 08/2012	**Midwife's Ultrasound, Bill & Melinda Gates-sponsored project** UX Researcher and Designer Seattle, Washington Researched for and designed an ultrasound device UI for midwives in developing regions, specifically for those working in remote villages. Publications: http://hicksresearch.com/ultrasound-work/
06/2011 – 08/2011	**Erasmus Studio** Research intern Rotterdam, the Netherlands Researched and designed a web-based photo archive that facilitated access to over thirty years of photos from Dutch history textbooks.

07/2009 – 03/2010	University of Washington
	Research assistant
	Seattle, Washington
	Researched student perspectives on engineering education through a four-year study sponsored by the National Science Foundation.

Education

08/2012	University of Washington, Seattle, Washington, USA
	Bachelor of Science, Informatics: Human-Computer Interaction
	Bachelor of Arts, Comparative History of Ideas with Honors
	3.91/4.00 scale Grade Point Average, *summa cum laude*
	2012 Faculty Award for Student Excellence in Informatics
	Member of Phi Beta Kappa

Skills

Research methods: Usability testing, in-depth interviewing, secondary research, surveys, user journeys, expert reviews, heuristic evaluations, personas, jobs-to-be-done

Activities: mentoring, workshops, roadmap co-planning, presenting to executive boards, senior stakeholder management

Technology: Qualtrics, Typeform, Optimal Workshop, UserTesting.com, Adobe Analytics, Intercom, Sketch, Invision, Trello, Mural, Airtable, Zeplin

Languages: English (native), German (B2), Dutch (A2)